



National Finance Center Customer Notification

Date of Notification: September 29, 2011

Subject: EPIC Web Document 089 - Deductions Due to Indebtedness – Processing Issue

Database/Customer(s) Affected: All

Dear Customer:

The National Finance Center is experiencing an issue with the entry of certain Indebtedness, Child Support and Discretionary Allotment documents. Currently, the Entry, Processing, Inquiry, and Corrections (EPIC Web) System will only allow the entry of alpha characters, a hyphen or an apostrophe in the Payee Name field. If any other special or numeric character is entered in this field, the user will receive the EPIC Web error message, "Name must be letters."

We realize the Payee Name field on these documents can contain characters other than the ones mentioned. Therefore, EPIC Web will be modified to accept all keyboard characters in this field. This update is scheduled for implementation on Monday, October 3, 2011.

A follow up notification will be sent once the implementation is completed.

Federal employees with questions concerning this notification should contact their Servicing Personnel Office. Authorized agency representatives with questions concerning this notification should contact NFC's Client Management Branch at Customer.Support@nfc.usda.gov.

KJS/M5-11-111/129

"Tip of the Week"

Recent updates to the Report Generator System (CULPRPT) Report 0049 require users to enter a Begin Pay Period Year/Number and an End Pay Period Year/Number in order to run the report. The pay period entered must be within the last 27 pay periods. See [Title I, 11-17 bulletin](#), dated 7/12/2011 for further instructions.